Getting started

Companion Manager is a PC-based,Windows® application that allows you to locally or remotely access your Meridian Companion or Companion 200 (software release DR2 or greater) system for programming, maintenance and other support functions. You can use Companion Manager instead of, or along with, an Administration Terminal; however, you can only use one of Companion Manager or the Administration Terminal at a time to access a system.

Companion Manager works with the PCI, CT2 and CT2Plus systems.

This guide assumes that you are familiar with the information described in your installation and maintenance guide. For detailed descriptions of your Companion system, refer to your installation and maintenance guide.

About Companion Manager

Companion Manager is for Companion customers and distributors. Customers use Companion Manager on a dedicated, on-site PC with local or remote access to a Companion system. Distributors with Companion Manager can create and maintain a database of Companion customers on a PC that has remote access to the customers' systems. Customers with more than one Companion system can manage their systems the same way as a distributor.

With Companion Manager you can

- access all system functions, either locally or remotely, that would otherwise be performed locally using an administration terminal, such as
  - — programming system and mobility parameters
  - — controlling portable registration
  - — changing system passwords

— performing system and component level maintenance

— programing the remote access device (RAD)

— viewing and maintaining logs

— entering software codes (PCI systems only)

- perform the following tasks that are not possible using an administration terminal

  — backup and restore all program data

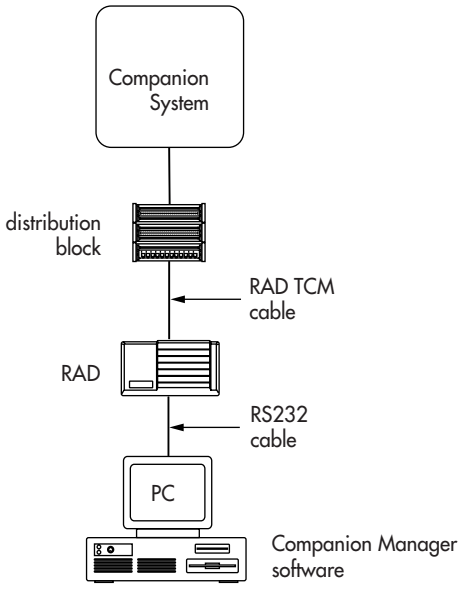
  — generate configuration and maintenance reports

  — manage a database for multiple customers, sites and systems

Local connection

Figure 1 shows local access to a Companion system. The PC running Companion Manager connects directly to the RAD that is connected to the Companion system.

Figure 1: Local Companion Manager connection



Remote connection

Figure 2 shows remote access to a Companion system using the internal RAD modem.

Figure 2: Remote Companion Manager internal modem connection

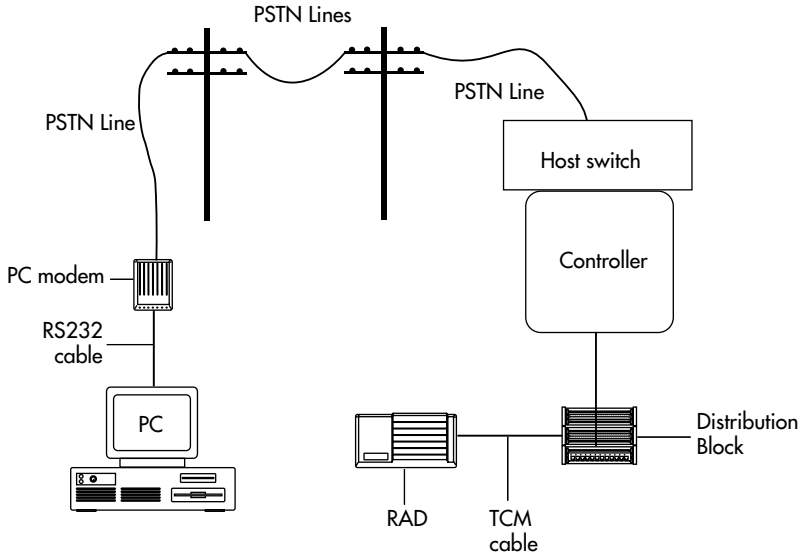


Figure 3 shows remote access to a Companion system using an external modem. The PC running Companion Manager (locally) connects through a modem onto the public switched telephone network (PSTN), then through a modem and the RAD that is connected to the Companion system at the remote site

Figure 3: Remote Companion Manager external modem connection